

ADA SERVICE AREA

Services are available in Florence, Darlington, Chesterfield, Marlboro, Marion and Dillon.

ADA HOURS OF OPERATION

Operating hours vary by route. For specific schedules, please refer to PDRTA's official route information.

ADA FARE

All Routes operate completely
FARE FREE!

REQUESTING REASONABLE MODIFICATIONS WITH PDRTA

To ensure equal access, PDRTA will consider reasonable modifications to policies, practices, and procedures when necessary for individuals with disabilities. Requests for modifications can be made by contacting PDRTA directly.

PDRTA is an Equal Opportunity Employer.

PDRTA operates all its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

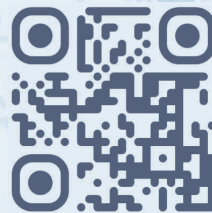
FILE AN ADA COMPLAINT

If you have experienced a situation with PDRTA that does not comply with the Americans with Disabilities Act (ADA), we encourage you to file a complaint.

To file a complaint, choose from the below options:

- **Obtain the ADA complaint form from your bus driver:** Bus drivers have ADA complaint forms on all buses, available by request.
- **Call us:** 843.665.2227 (Option 2)
- **Download the complaint form:** Visit our website at www.PDRTA.org then go to Services, ADA Complaint Form to download the form.
- **Complaint forms are also available at the Florence Office or Transit Center.**

For more information,
scan the **QR code** or visit our
website at www.pdrta.org

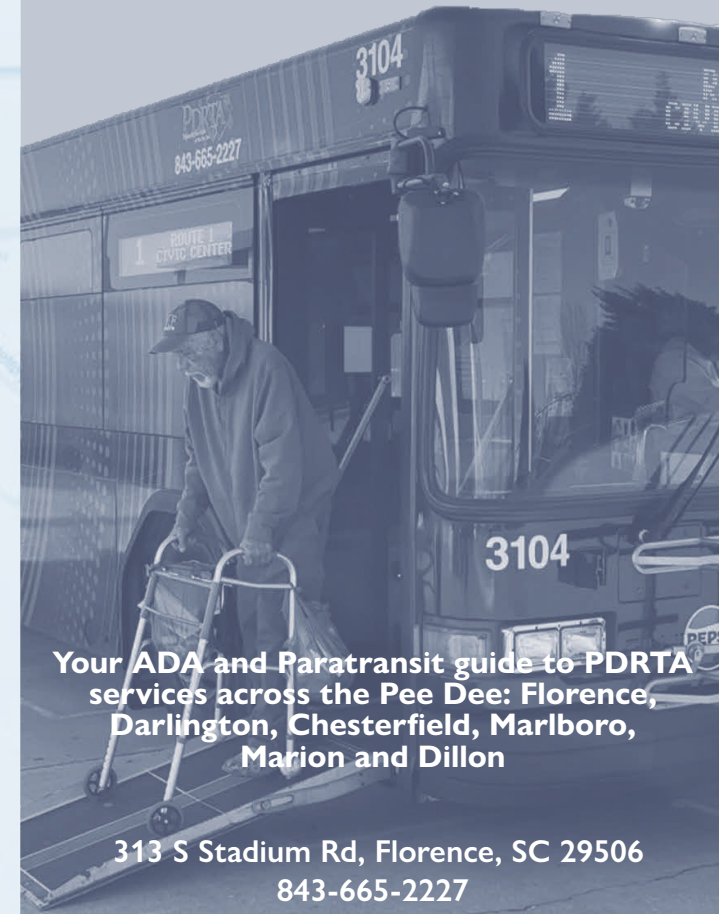


GET THE LATEST
UPDATES



ADA GUIDE

AMERICANS WITH DISABILITIES ACT
PARATRANSIT SERVICES



Your ADA and Paratransit guide to PDRTA
services across the Pee Dee: Florence,
Darlington, Chesterfield, Marlboro,
Marion and Dillon

313 S Stadium Rd, Florence, SC 29506

843-665-2227

www.pdrta.org

WHAT IS ADA COMPLEMENTARY PARATRANSIT?

ADA Complementary Paratransit service is a specialized transportation service mandated by the Americans with Disabilities Act, designed for individuals whose disabilities prevent them from using fixed-route public transportation.

If you live in **Florence** or **Darlington** County and have a disability that prevents you from using the fixed-route system, you may apply and be eligible for our ADA Complementary Paratransit Service. This service allows for pickup within $\frac{3}{4}$ mile on either side of the existing fixed routes and travel to any of our designated fixed-route destinations.

In **Marion, Dillon, Marlboro, and Chesterfield** Counties, no application is required to qualify for **ADA Deviated Fixed Route** service. This service allows for pickup within $\frac{3}{4}$ mile on either side of a fixed route. PDRTA also complements this service with scheduled next-day Demand Response services to the general public throughout the service area. Demand Response service is a door-to-door service available in specific areas of Marlboro, Chesterfield, Marion, and Dillon counties. This service also requires scheduling in advance.

ADA APPLICATION PROCESS

To find out more or apply for ADA services:

- Visit our website at www.pdrta.org > Services > Our ADA Paratransit Service to download the application
- Request an application by phone at 843-665-2227, option 2
- Request an application by email at info@pdrta.org

All complete ADA applications will be reviewed within 21 days, and an approval or denial letter will be issued. To appeal, submit your written appeal within 60 calendar days to the address below for review by a new panel.

PDRTA / Operations Department
313 S Stadium Rd.
Florence, SC 29506

SCHEDULING ADA TRIPS

Approved ADA passengers can schedule a ride by calling 843-665-2227, option 2 at least 24 hours ahead of your planned trip. Please be prepared to provide the following:

- Name / Address / Phone number
- Pick-up time, location and address
- Drop-off time, location and address
- Appointment time
- Any mobility or additional assistance needs (caregiver or travel companions, etc)
- Return trip information

PDRTA allows passengers to schedule trips up to seven days in advance.

To change or cancel a ride, please call a minimum of 2 hours before your scheduled pick-up. Failure to notify us to change or cancel a ride may result in a no-call/no-show.

Please note: Your driver may arrive up to 30 minutes before or after your scheduled pickup time, so be ready during this window.

ADA ACCOMMODATIONS

All PDRTA vehicles are equipped with wheelchair lifts and/or ramps to accommodate mobility devices and assist passengers with mobility challenges. Operators are trained to use these aids safely and provide assistance when needed.

Bus operators are trained to announce all major destination points. To ensure your specific stop is announced, simply request it when boarding.

Each bus is clearly marked with route numbers and names for easy identification of your service.

Priority seating is available for seniors and passengers with disabilities. If this accommodation is needed and not available, please discuss with the bus operator.

If you are visiting our service area and are ADA approved where you live, you may also enjoy the benefits of our ADA paratransit service please contact us to be added to our list and to schedule any appointments.

WHAT'S ALLOWED

Accessible travel guidelines, ensuring comfort and safety for all passengers:

- Passengers with disabilities are welcome to travel with service animals.
- Travel companions or caregivers are allowed to travel with ADA approved passengers. Please notify us of companions when scheduling your ride.
- Respiratory devices such as respirators, concentrators, or portable oxygen are permitted.
- Please do not consume food or beverage while on board the bus.
- Loitering is not permitted. All passengers must exit the bus after completing one full trip.
- When seats are available, passengers are required to remain seated for the duration of the ride.

For questions on the above or for a full list of passenger guidelines, please contact us.

TRACK YOUR RIDE

Download
the app



OR

Web
Tracking

